

EDITED KSAPC LISTING

CLASSIFICATION: OFFICE SERVICES MANAGER I

NOTE: Each position within this classification may perform some or all of these KSAPCs.

KSAPC Statements	
Knowledge of:	
K1.	General knowledge of the principles, practices, and techniques of public and business administration including management and supportive staff services (e.g., budget, personnel, management analysis, planning, program evaluation, etc.) or related areas to provide appropriate leadership and management in the unit.
K2.	Basic knowledge of the technical program requirements for supporting parole revocation, life parole suitability and other Board activities in order to effectively support the process on a day-to-day basis and plan for the future.
K3.	General knowledge of supervisory principles, practices and techniques to plan, oversee, and direct the work activities of employees.
K4.	General knowledge of training methods and techniques to develop and provide training programs and presentations to staff.
K5.	General knowledge of program management to effectively run a program on a day-to-day basis and plan for the future.
K6.	General knowledge of the purpose, mission, and goals of the Board to ensure that the progress and completion of work assignments and tasks conform to the overall objectives of the unit/division.
K7.	Advanced knowledge of governmental functions and organization at the State and local level to maintain and foster a good working relationship.
K8.	General knowledge of data analysis methods and techniques to draw appropriate conclusions and make decisions when reviewing work assignments and projects.
K9.	General knowledge of conflicts resolution techniques to address and resolve conflicts and issues that may arise in the work environment.
K10.	General knowledge of the basic operation of personal computers in order to develop documents and communicate via e-mail.
K11.	General knowledge of standard office technology Microsoft Office, Outlook, and Case Management Databases (i.e. LSTS, RSTS, OBIS, DDPS, REVOC, etc.).
K12.	Basic knowledge of office material and supply acquisition, and the operation of modern equipment to achieve program objectives.
K13.	General knowledge of a supervisor's role in the Equal Employment Opportunity Program and Sexual Harassment Program regarding regulations, processes, and objectives to promote the department's policies and goals in making hiring decisions and to provide a discrimination and harassment free work environment.

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KSAPC Statements	
Ability to:	
A1.	Ability to reason logically, creatively and use a variety of analytical techniques and resources to complete work assignments and resolve complex governmental and supervisory problems in accordance with departmental goals and objectives.
A2.	Ability to read and understand statutes, regulations, court decisions, legal reference material and other similar documents at a level required for appropriate program changes and to meet operational objectives.
A3.	Apply office organization and management principles and methods including office layout and organization, and modern methods of performing various kinds of technical/clerical work and of measuring work production to meet program objectives.
A4.	Ability to plan, organize, direct, and review the work of technical/clerical staff in order to meet program objectives.
A5.	Ability to learn rapidly specific laws, rules, and office policies and procedures and use good judgment in applying them in a variety of cases in order to meet program objectives.
A6.	Ability to design and standardize effective tracking documents and procedures in order to meet program objectives.
A7.	Ability to prepare reports and correspondence independently to meet program objectives.
A8.	Ability to analyze situations accurately in response to changing objectives in order to make appropriate program adjustments.
A9.	Ability to establish and maintain effective and cooperative relationships with employees, the public and collaborative business organizations to meet the Board's goals and objectives.
A10.	Ability to present ideas and information effectively to various entities (e.g., employees, the public, management, etc.) in order to communicate and meet operational needs.
A11.	Ability to effectively contribute to the objectives of the Department's Sexual Harassment and Equal Employment Opportunity Programs in order to create and maintain a discrimination and harassment free work environment.

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KSAPC Statements	
<i>Personal Characteristics:</i>	
PC1.	Demonstrated supervisory ability.
PC2.	Demonstrated ability to act independently, open-mindedness, flexibility and tact.
PC3.	Demonstrated ability to act independently, open-mindedness, flexibility and tact.
PC4.	Demonstrated emotional maturity and stability.
PC5.	Demonstrated neat personal appearance.